

Moving towards a vision of person-centred culture (PCC) across the hospice: Do all eyes see the same truth?

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Care and support
through terminal illness

Background & Aims

Over a 2 year period from 2015-2017, Queen Margaret University (QMU) facilitated a programme of practice development with a key group of multi-professional clinical and non-clinical staff.

The overall aim was to move towards a shared vision of person-centred culture: a process that focused strongly on people's individual beliefs and values, processes and the care environment. The Person-centred Practice Framework (2016)¹, continues to guide this on-going programme of work.

Methods

Transformational methods demonstrating the principles of practice development² were used to create and define the shared person-centred vision and to explore and evaluate person-centred culture. The overall approach used the CIP principles; to be collaborative, inclusive and participative therefore the key group acted as facilitators for the wider hospice team. Evaluation methods included staff and patient stories and observations of care and environment. Facilitated events also took place to explore workplace culture, relationships and practices within and across teams.

“Our vision for person-centred culture is one that enables individuality, promotes autonomy and encourages aspirations in a secure and supportive environment”

Engaging authentically

The hospice manager spent a day on the ward working with the Health Care Assistants.

Sharing

decision making

Decisions that affect all the hospice team are shared where possible e.g. how to spend donations for staff, local policies.



Working with patient's beliefs & values

Patients are encouraged to put anything that is important to them on their magnetic boards.

Being sympathetically present

A creative values based workshop to explore workplace culture.

Providing holistic care

Providing a Harry Potter magical birthday experience for 10 year old daughter of a patient.

“Thank you for helping my mum and dad organise my surprise 10th birthday party. I loved all the pictures on the walls and all the food, especially the drinks and the Birtie Bott's Every Flavour Beans! I had a fabulous time.”

Values

Being compassionate

Challenge and support

Openness

Knowing self

Results so far

Measuring culture change is challenging however observations and feedback do show demonstrable change within the 2 years. These include; less silo working; better understanding of each other's roles and values; heightened self-awareness with changed behaviours observed in practice; improvements in the physical environment and patients being involved more in decision making.

References: 1.) McCormack, B. and McCance T. (2016) Person-Centred Practice in Nursing and Health Care: Theory and Practice, (2nd Edition). Chichester: Wiley Blackwell.

2.) McCormack, B., Manley, K. and Titchen, A. (2013) Introduction. Chp 1 in McCormack, B., Manley, K. and Titchen, A. (eds) (2013) Practice Development in Nursing and Healthcare. (2nd edition). Chichester: Wiley Blackwell. pp1-17.

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